

2021

Annual Report

#VRStrong



**Vocational
Rehabilitation**

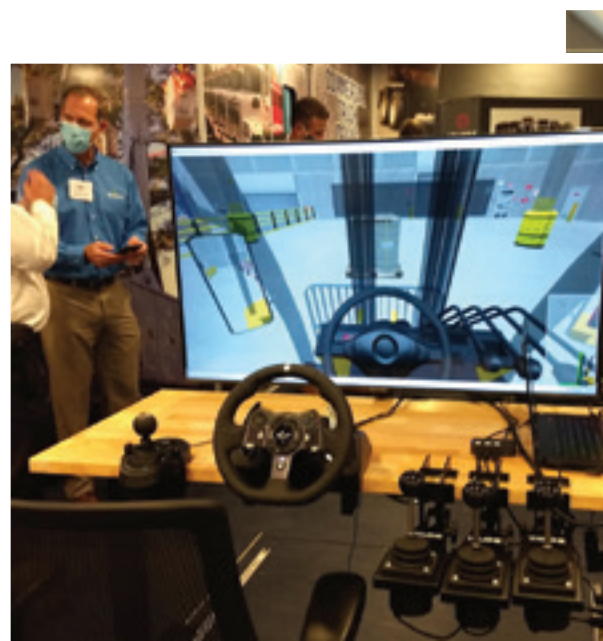
Let's go to work

*The South Carolina
Vocational Rehabilitation
Department prepares and
assists eligible South
Carolinians with disabilities
to achieve and maintain
competitive employment.*

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Message of Thanks from the Board Chair



This past year we have seen an unprecedented pandemic that has devastated many families and has been challenging for each person. The ability to meet these challenges is what defines success. Each person has had to change and go forward, with thoughtfulness and great planning. I am so proud of Commissioner Johnson and her leadership team but also, each person employed at Vocational Rehabilitation. Each of you has contributed to the amazing success of SCVRD. From teleworking to quarantining when necessary, you have practiced measures that helped keep a safe work environment as well, while our departments continued providing services to our consumers and claimants. I am so proud of your hard work. Your contributions, your caring responsibility, and your goal-keeping have allowed SCVRD to focus on our delivery of services. This has made it possible to stay focused on helping to improve the lives of our consumers and claimants while taking care of your own families. Thank you and my fellow board

members for working so hard and unselfishly meeting this challenge that has affected every single person. You have shown what #VRStrong truly means.

Dr. Roxzanne Breland

Greenville, 4th District
Board Chair



State Agency of
**Vocational
Rehabilitation**

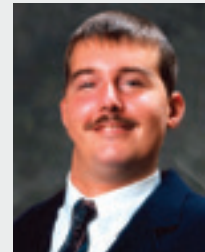
The South Carolina State Agency of Vocational Rehabilitation board sets policy under which the Vocational Rehabilitation Department operates. The members, appointed by the Governor and confirmed by the South Carolina Senate, serve seven-year terms.



Rhonda J. Presha
Elgin, 2nd District
Board Vice Chair



Timothy W. Evatt
Anderson
3rd District



Joseph A. Thomas
Conway
7th District



Ira L. Banks
N. Charleston
1st District



Lori Bell
Walterboro
6th District



Felicia W. Johnson
VR Commissioner
Board Secretary

5th District seat currently vacant

3,880

VR consumers were
successfully employed
in SFY2021

98%

of consumers surveyed
1 year
after successful case closure
would recommend VR to others

The program is a state and
federally funded partnership.

78.7% Federal
21.3% State

Report from the Commissioner



As I reflect upon State Fiscal Year 2021 with the challenges and success our agency faced, I am reminded of the resilience of the VR team. It's been fifteen months since the pandemic first began impacting how we serve South Carolinians with disabilities. Our lives have been turned upside down and every day seems to bring about a new test that no one seems to have a quick solution for, so we create our own!

The effort and dedication VR staff showed in accepting the challenge to move forward in spite of unprecedented obstacles was amazing. Staff improvised and developed innovative plans so VR could continue serving our consumers and claimants, making adjustments as needed. Meetings were conducted virtually, job preparedness instruction curriculum was refreshed, processes were streamlined to continue accepting new referrals and provide service

delivery, and the job readiness training centers continued to support our business partners. Because of our dedicated staff, our agency never closed – not one day – over the last fifteen months as we continued to serve South Carolinians with disabilities.

And serve we did. During the year, 3,880 individuals received successful employment outcomes working, on average, more than 35 hours per week. VR achieved a Measurable Skill Gains rate for the year of 44.25%, more than double the negotiated target of 22% set by the Rehabilitation Services Administration (RSA). The proportion of individuals served by VR who participated in education or training that led to a recognized credential increased 52%. The Disability Determination Services unit, which adjudicates Social Security disability claims, achieved a 95.8% accuracy rate for documentation on quality reviews. Even with the majority of school districts offering virtual options for the entire year, VR was still able to meet the federal mandate to expend 15% of our federal allotment on Pre-Employment Transition Services, avoiding penalties that would have resulted in fines and a loss of funding. Although staff turnover was a little higher than normal (13.8% versus 11.74%), it was substantially lower than the national average of 21.7% for government entities.

Looking ahead, we will build on these successes by continually streamlining processes, investing in technology, strengthening partnerships with businesses, and increasing outreach. We will take the opportunities presented by the disruption caused by the pandemic to break the mold of conventional thinking and press toward a service model that meets consumers and claimants where they are.

We can. We will. We are #VRStrong.

A handwritten signature in black ink that reads "Felicia W. Johnson". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Felicia W. Johnson
Commissioner

A large, light yellow silhouette of the state of South Carolina serves as a background for the three data points. Overlaid on this map are three distinct sections, each containing a large blue number and descriptive text. The numbers are 9,942, 97.65%, and \$4.08. The text is in a clean, sans-serif font, with some parts in bold and some in regular weight. The overall design is clean and professional, using a color palette of blue, yellow, and white.

9,942

work-based learning experiences
for transition students

97.65%

Total Program Integrity
(Customer Service, Productivity,
Compliance)

\$4.08

is paid back by consumers
for every
\$1.00
spent on their rehabilitation

WIOA

Workforce Innovation & Opportunity Act



SCVRD and our national vocational rehabilitation colleagues remain focused on implementation of the federal Workforce Innovation and Opportunity Act (WIOA). Although this legislation was signed into law in 2014, federal guidance in implementation has been an ongoing process that continues to be developed. This past year, SCVRD successfully met all the reporting deadlines for the 393 WIOA data elements that must be collected. Data reported to the Rehabilitation Services Administration (RSA) are used to determine the Agency's success on the Common Performance Measures (CPMs) of WIOA:

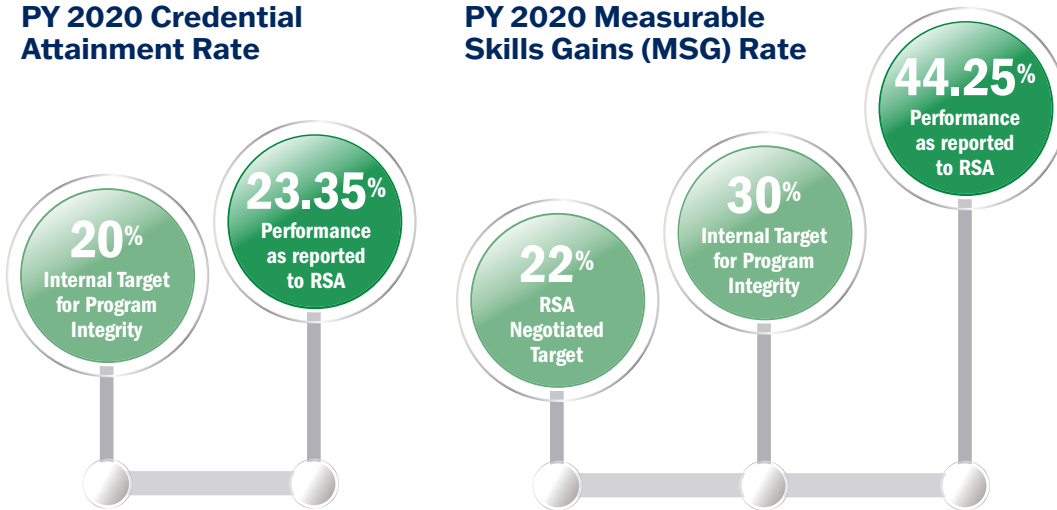
- Percentage of program participants who are employed during the second quarter after exit
- Percentage of program participants who are employed during the fourth quarter after exit

- Median earnings of program participants who are employed during the second quarter after exit
- Percentage of program participants enrolled in education or training during participation who obtain a recognized credential during participation or within one year of exit
- Percentage of program participants enrolled in education or training during a program year who achieve Measurable Skill Gains (MSGs)
- Effectiveness in serving employers (shared across the state's WIOA partner programs.)
- Employer Penetration Rate (Percentage of the state's businesses receiving employer services)
- Repeat Business Customer Rate (Percentage of business customers served during the previous three years that received employer services again during the reporting year)

These performance measures are held commonly with other state core partners of WIOA: the Department of Employment and Workforce, Adult Education, and the Commission for the Blind. Core partners submitted a new 4-year Combined State Plan (which included additional partners) in 2020, which was approved by the federal review panel.

PY 2020 Credential Attainment Rate

PY 2020 Measurable Skills Gains (MSG) Rate

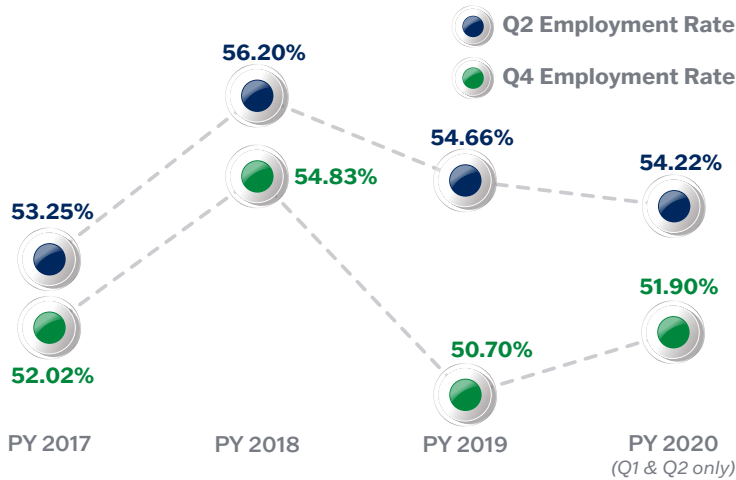


Although SCVRD met all reporting requirements, the Agency remains in a baseline period for establishing performance levels on all but one of the WIOA CPMs. SFY 2019-20 completed the baseline period for the Measurable Skill Gains rate, and a performance target of 22% for SFY2020-21 was negotiated with RSA for that measure. This target is for aggregated performance across SCVRD and the Commission for the Blind, which is also a

7,740
received Pre-Employment
Transition Services
in SFY 2021



Employment Rate 2nd & 4th Quarter After Exit

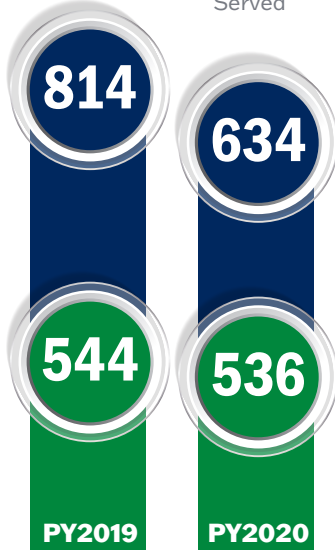


vocational rehabilitation agency. SCVRD as a single agency achieved a 44.25% MSG rate for the year, more than double the target rate of 22%.

The past year was filled with the continuing challenges brought on by the COVID-19 pandemic. While state employees began returning to their offices before the end of the fiscal year, many of SCVRD's referral partners were closed much

Businesses Served

- Businesses Served
- Repeat Businesses Served



longer. Some still have not re-opened. These closures, combined with a decline in individuals seeking employment, resulted in a dramatic reduction in the number of individuals who were referred to and applied for services from the Agency. Precautionary measures in response to the COVID-19 pandemic also limited access to students who could benefit from Pre-Employment Transition Services (Pre-ETS) and other school-to-work transition services. However,

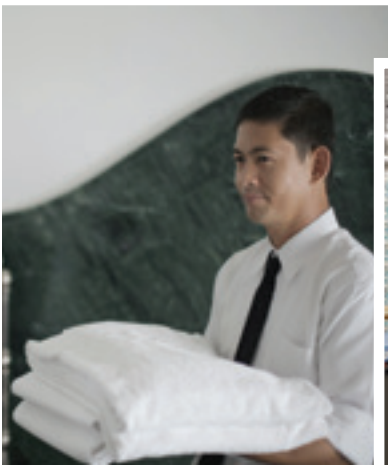
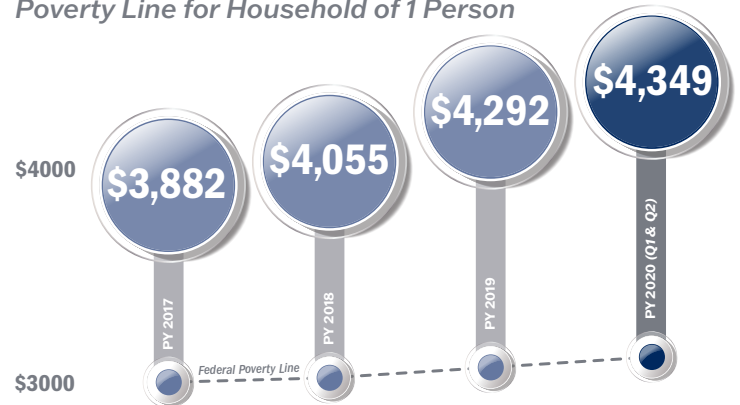
SCVRD still met our obligation for utilizing 15% of our federal allotment for Pre-ETS.

Despite the ongoing pandemic, SCVRD did see significant improvement in several key areas. The proportion of individuals who participated in education or training that led to a recognized credential increased from 5.4% to 8.2%. The SCVRD staff turnover rate was 13.8% compared to a national average of 21.7%. There were 3,880 successful employment outcomes for the year. Based on a cost benefit analysis, it is conservatively estimated that the rehabilitated consumers will pay back a minimum of \$4.08 in taxes for every dollar spent on their services representing a 24.9% annual rate of return on investment.

As SCVRD adheres to a mindset of commitment and resilience, we know that while a pandemic may slow us down, it will never shut us down. We remain focused on serving South Carolinians with disabilities, and will continue to forge ahead with providing services that help them achieve independence.

Median Earnings 2nd Quarter After Exit

Q2 Median Earnings Compared to Federal Poverty Line for Household of 1 Person



The proportion of individuals served by VR that participated in education or training that led to a recognized credential increased

52%

2021



23,606

Total Consumers Served

Since rehabilitation is a continuous process that often takes multiple years, SCVRD serves some of the same consumers in successive years.

3,880

Successful Employment Outcomes

8,283

New Referrals

1,924

Served in Training Centers

YOUTH SERVICES

Even with the limitations caused by the pandemic, SCVRD was able to meet its requirement of using 15% of its federal allotment for Pre-Employment Transition Services.

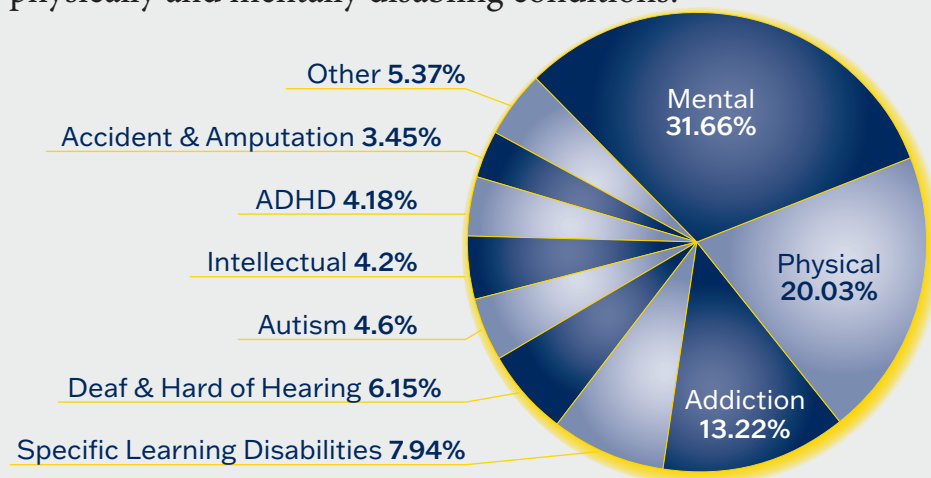
Services	Served
Counseling & Enrollment Opportunities	6,581
Instruction in Self Advocacy	11,365
Job Exploration Counseling	7,994
Work-Based Learning Experience	9,942
Workplace Readiness Training	8,860

Statewide Program Integrity



Referrals by Primary Disability

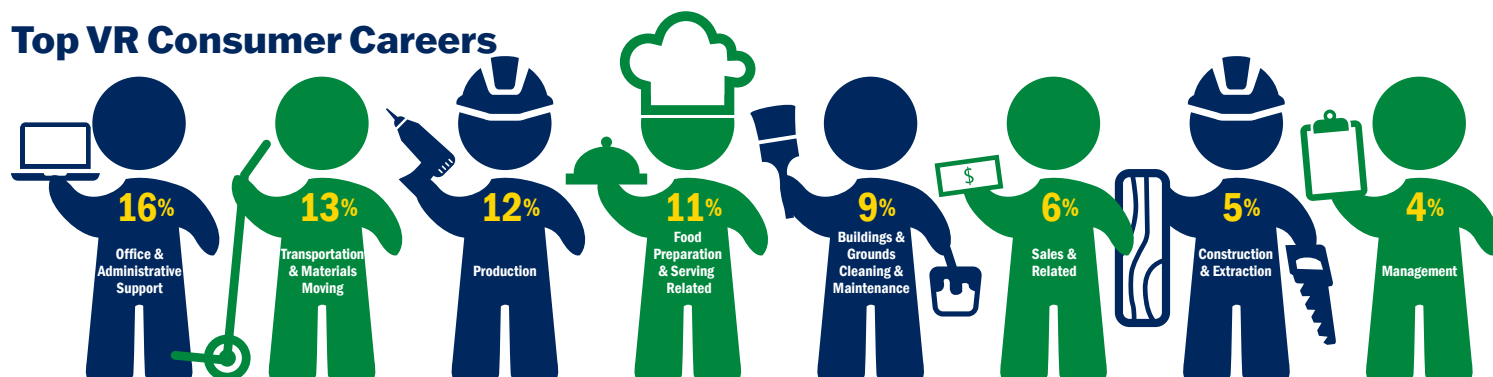
VR serves South Carolinians with **more than 135** different physically and mentally disabling conditions.



96.69%

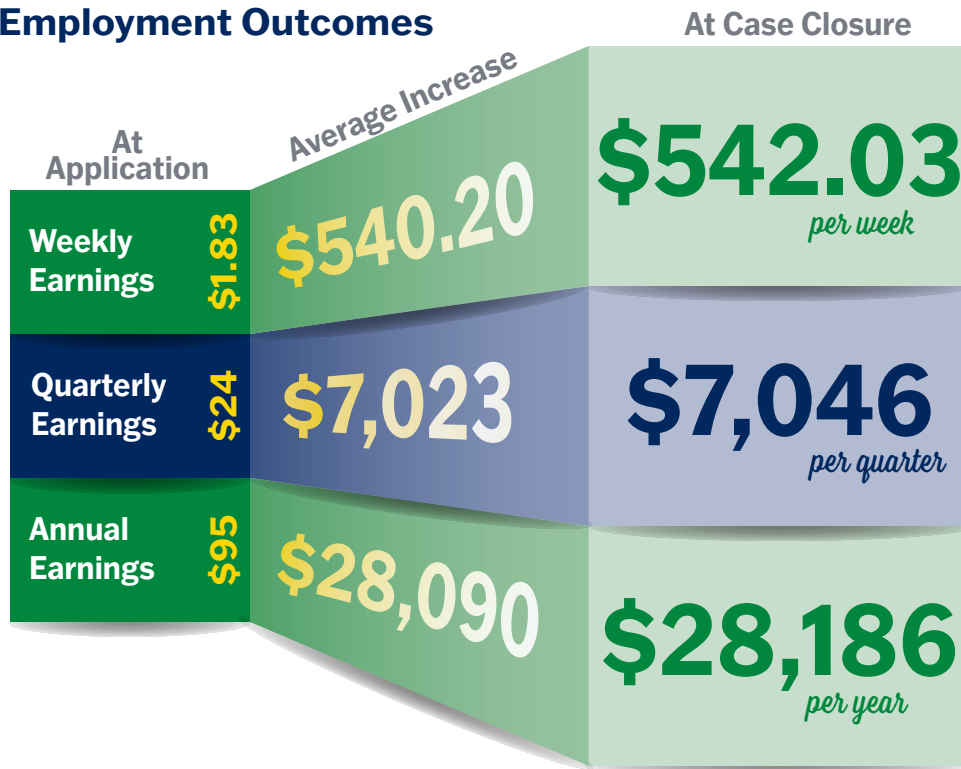
of Successful Employment Outcomes Goal Achieved

Top VR Consumer Careers

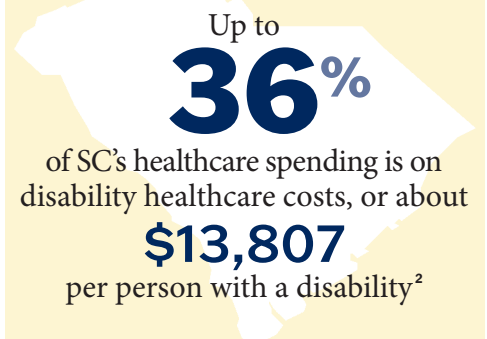
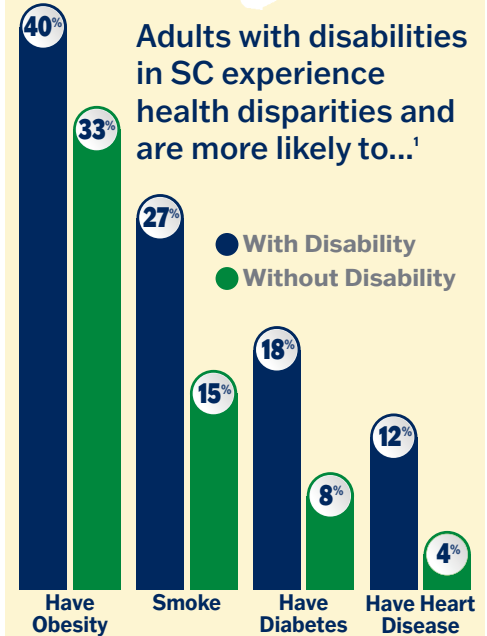
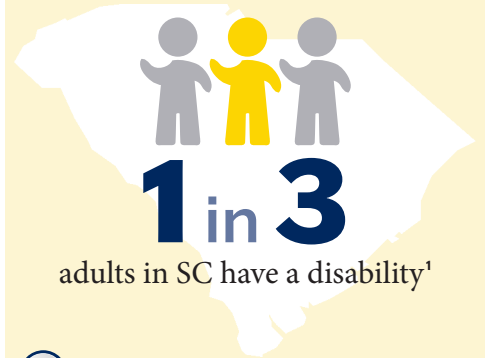




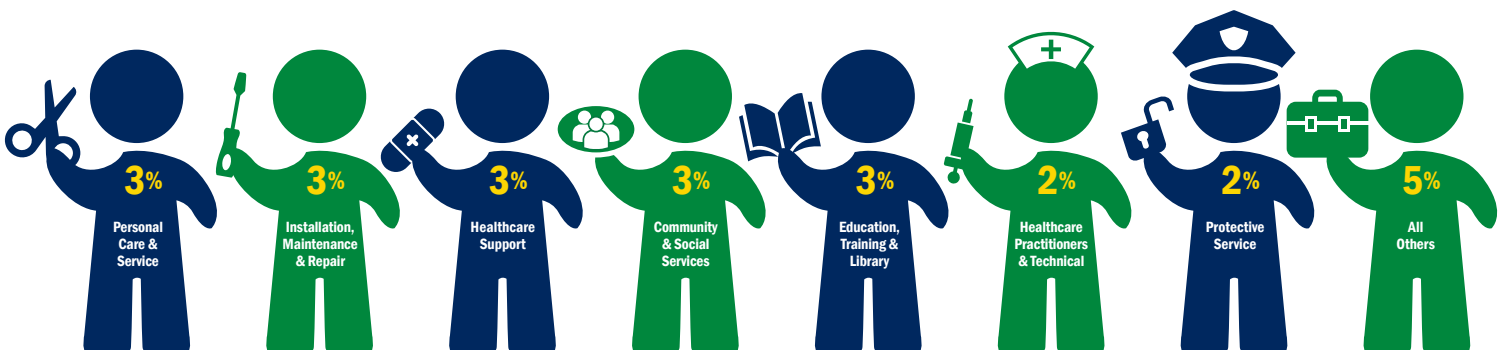
Earnings for Consumers with Successful Employment Outcomes



Disability Impacts South Carolina



1. Data Source: 2019 Behavioral Risk Factor Surveillance System (BRFSS).
2. Disability healthcare costs are presented in 2017 dollars as reported by Khavjou, et al. State-level health care expenditures associated with disability. 2021. Public health rep.



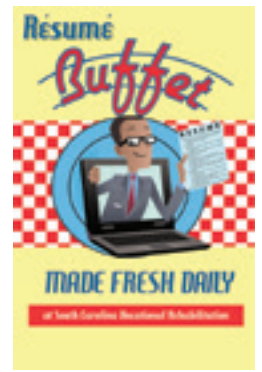
Consumer Services



Educate. Train. Support. These words embody the mission of the Consumer Services department. By educating staff and consumers on the programs and services available, training staff to adhere to guidelines for quality data input, and supporting the field staff in all facets of quality service delivery, the Consumer Services department often works behind the scenes to help remove many of the barriers to employment faced by South Carolinians with disabilities.

Job Preparedness Instruction includes a curriculum that focuses on the soft skills needed prior to entering the workforce such as resume development, interviewing, and job search strategies. During the height of the pandemic, SCVRD's team of Job Preparedness Instructors across the state completely revitalized the existing curriculum. With fresh new topics like Professionalism and Social Media 101, the new curriculum reflects the current job market with an

emphasis on being tech-savvy and utilizing technology to navigate the job search process. Engaging activities, games, and exercises, as well as playful designs and memorable themes, such as the "Resumé Buffet" class built around a 1950s diner experience, round out the new curriculum, all of which can be delivered virtually.

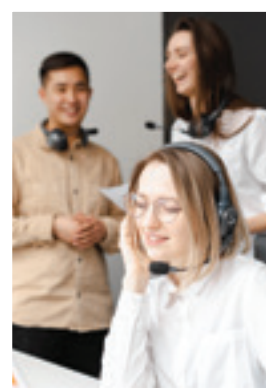
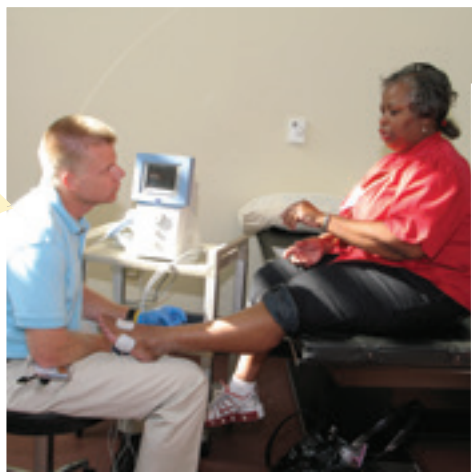


In addition to facing barriers posed by the job search process, rebounding from poor choices can be especially difficult. For individuals that are currently incarcerated, VR's Offender Services has created three volumes of "Self-Paced Learning Opportunities" workbooks focused on topics such as job interviewing skills, goal setting, decision making, the value of work and more that are distributed throughout the SC prison system.

Disruption in school schedules has presented another barrier for youth across the country. Along with keeping in touch with students during the school year, Transition Services also hosted events during the summer. More than 150 students participated in the Work Based Learning Experience (WBLE) Olympics which increased their exposure to various careers. In conjunction with the University of South Carolina, three virtual PowerUP sessions focusing



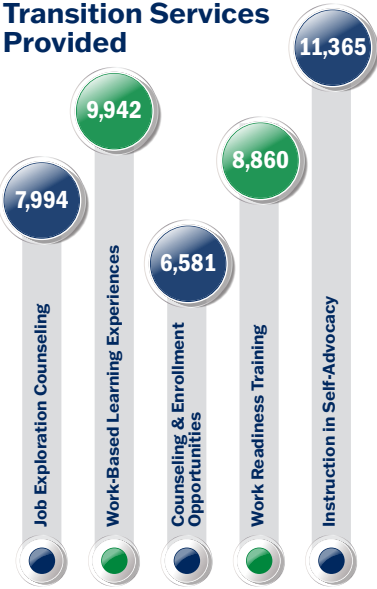
Three virtual Power-UP sessions were attended by
119
 Students
 across the state



on building leadership skills through activities and instruction were attended by 119 students across the state. During the spring, the Agency hosted the Be Pro Be Proud SC mobile workshop at select offices across the state. This interactive workshop, housed in a tractor trailer, was visited by area students, teachers, and community leaders and provided hands on simulations of truck driving, welding, heavy equipment operation, and forklift driving. As a result of one visit, two students have now enrolled in welding school.

Tracking how we provide services like the ones listed above is a critical component of ensuring we fulfill our mission of serving South Carolinians with disabilities. This year, the Quality Assurance and Consumer Services Departments collaborated to devise a new Quality Assurance program that our counselors would use every day throughout the life of every case with SCVRD. With input from field office personnel and direction from new WIOA measures, the QA team worked with our IT department to develop an electronic program that would require quality “checkpoints” at multiple milestones throughout every consumer’s case with SCVRD. The new program ensures that counselors are complying

**Pre-Employment
Transition Services
Provided**



with SCVRD policies and procedures, and that they are properly documenting the services they provide. This new program is one of the many ways the Agency is always working to ensure that we deliver exceptional VR services to our program participants so that their dream of independence can become a reality. 🧑

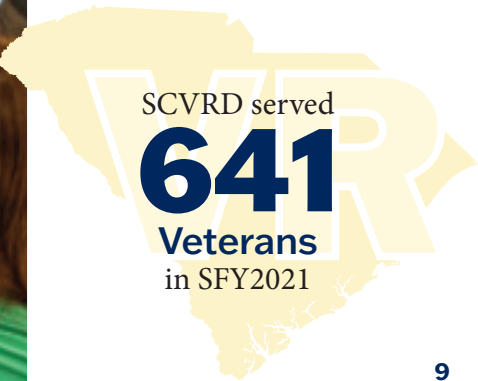
**Comprehensive & Recovery
Centers**

SCVRD’s Comprehensive Evaluation Center, a 4-week residential program, was closed to in-person services for most of the state fiscal year. However, services such as occupational therapy, physical therapy, vocational assessments, and job preparedness instruction classes were all delivered virtually. The Center re-opened for day services only in March, operating at half capacity.

The Bryant Center, which provides physical therapy and occupational therapy services, also pivoted to provide these services virtually during the pandemic. Upon re-opening to in-person services in October, the Center served more than 150 individuals by utilizing social distancing techniques and enhanced cleaning protocols in order to provide a safe environment for staff and consumers.

The Palmetto Center, a 28-day residential drug abuse recovery center, provided counseling, guidance and treatment services virtually and by phone. They also worked to connect consumers to other providers in their local community in order to maintain their recovery efforts. The Palmetto Center resumed in-person treatment services in May, operating at half residential capacity to mitigate the spread of COVID-19.

Throughout the year, all Centers also maintained contact with local area offices on services provided to consumers as well as recommendations for their next steps. 🏠



Business Services



Total Services Provided

9,744 business services were provided to the SC Business community, including employer information, workforce recruitment, strategic planning, training and direct placements.

9,744

Training Services Provided

A consumer successfully completed a 12-week internship with Hope Health, where she was hired as a Human Services Specialist. She is also pursuing a BA in Social Work at Claflin University.

237

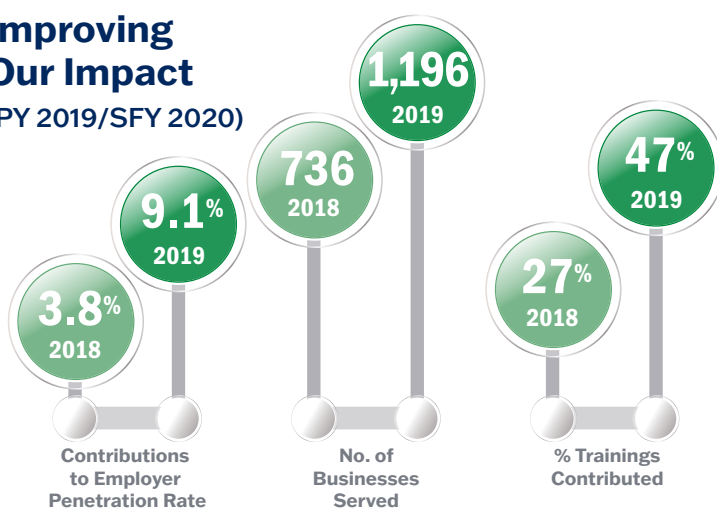
Direct Placements

A consumer with paraplegia who spent 6 years in prison earned his AA in Computer Science and was placed in an internship where he was hired as an IT-onboarder and Google Platform Manager earning \$16/hr.

791

Improving Our Impact

(PY 2019/SFY 2020)



Mergon Offers Second Chances

Everyone deserves a second chance, and some companies make it their mission



to ensure second chances are offered. Mergon Corporation in Anderson, SC is one such company.

Mergon reached out to VR's Anderson office specifically asking for VR consumers that were on probation or had a criminal background to fill open positions with the company. Mergon ultimately hired eight VR consumers and is still actively recruiting with VR.

For many of these consumers, Mergon's "second chance" is actually their first opportunity to prove themselves and have

"The team members we have gained via their program are dedicated, skilled and conscientious employees."

stable employment. In conjunction with services from VR, it's their first step toward independence and a better life.

Mergon provides plastic injection and blow molding solutions to the automotive, healthcare and industrial sectors. VR's Anderson Job Readiness Training Center has helped Mergon meet productivity and quality demands over the past decade. Most recently, VR teamed with Mergon to provide components for the heating and air vents for Tesla automobiles.

"It has been our distinct pleasure to partner with the South Carolina Vocational Rehabilitation Department here at Mergon Corporation," said Rhonda Smith, HR Manager with Mergon Corporation. "The team members we have gained via their program are dedicated, skilled and conscientious employees. The support throughout the hiring process is phenomenal. We look forward to a long-lasting relationship with their program," she added.

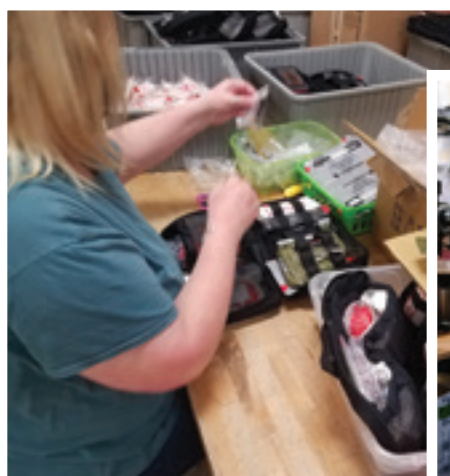
Every employer looks for great talent and VR is pleased to have such a viable partnership with Mergon to provide options to individuals that many would overlook. Second chances are first place in our book! 📖

SCVRD conducted

102

Job Fairs/ Talent Fairs

with several resulting in direct placements



VR 2021 Partnering Employers

Allied Universal Security
 Amazon Fulfillment Center
 Baxter Manufacturing
 BMW Manufacturing
 County of Greenville
 FedEx
 Food Lion
 Goodwill
 Home Depot
 IH Services
 Ingles Markets
 Lexington Medical Center
 Lizards Thicket
 Lowes Home Improvement
 McCall Farms
 McDonalds
 Mergon Corporation
 Publix
 Richland County Schools
 Samsung Manufacturing
 Trigo Enterprises
 TTI Distribution Center
 US Waffle Company
 Walmart
and many more!

VR Business Partner Adjusts for a Pandemic Win

The town of Little River, South Carolina may not be the place most people think of when it comes to innovation. But at VR business partner bFIVE40, innovation is key. bFIVE40 is a woman-owned, environmentally friendly company that uses innovative technology and textiles for large-format printing such as background banners and small format printing such



Left to right: VR Training Center Manager Keith Rabon, VR Consumer and current bFIVE40 employee Teresa Sinkler, Lt. Governor Pamela Evette, bFIVE40 CEO Donna Brin, Conway BDS Tania Appel, and Area Supervisor David Edwards.

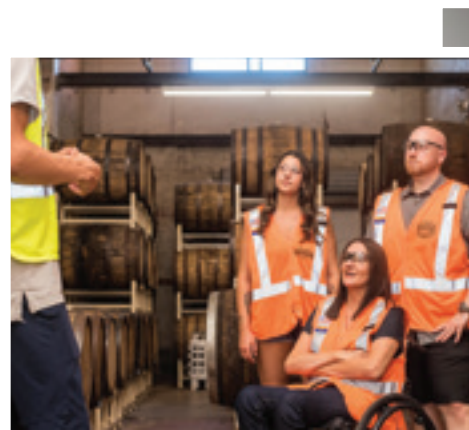
as baseball jerseys. With national clients such as 20th Century Fox and Captain Morgan, bFIVE40 may be located in a small town, but founder and CEO Donna Brin makes sure her entire team sees the bigger picture.

Brin has been working with VR's Conway office to train consumers in sewing and digital art, while also working with the Conway Business Development Specialist (BDS) to develop a talent pool for possible future employees of her company. When the pandemic struck and large events requiring products from bFIVE40 were canceled, Brin made changes. Rather than putting her business on hold, she started using the tools, technology and skills available and started making masks. As the demand for masks grew, so did her need for additional help. VR was able to step in by cutting the fabric for these masks in the Conway training center.

Lt. Governor Pamela Evette recently visited bFIVE40. Brin invited staff from the Conway office to participate and share in the special day.

And, what does "bFIVE40" mean? According to Brin, "There are 360 degrees in a circle, a flat 2-dimensional shape. At 540 degrees, an object breaks the plane and becomes 3-D. At bFIVE40, we change the way people see brands by adding depth, the depth our world needs to see." We are glad bFIVE40 sees the depth and value of our consumers, and we look forward to a long relationship with them. ♥

As the demand for masks grew, so did her need for additional help. VR was able to step in...



SCVRD now has
250
 business partners
 outsourcing work on
several hundred
 product lines

DDS

Disability Determination Services




The mission of the Disability Determination Services (DDS) program is to provide quality disability determinations – applications made to the Social Security Administration (SSA) for Social Security Disability Insurance and Supplemental Security Income – to South Carolinians in a responsive, timely and cost-effective manner. VR and DDS work hand in hand to ensure South Carolinians receive accurate, timely and appropriate services to achieve a positive outcome.

Like many other entities, the past year presented many challenges. At the start of the year, 90% of the staff was teleworking. DDS worked with VR's Communications Department to develop a secure, online web portal for staff training and updates. Staff began transitioning back to the workplace just as the department was beginning a transition to a new computer platform, Disability Case Processing System (DCPS).

The DCPS is a national initiative by the Social Security Administration that will replace 52 independently operated legacy systems used by Disability Determination Services for processing disability claims. SSA has been working on a uniform system for several years, and has directed that DDS must fully transition to the new DCPS by the end of

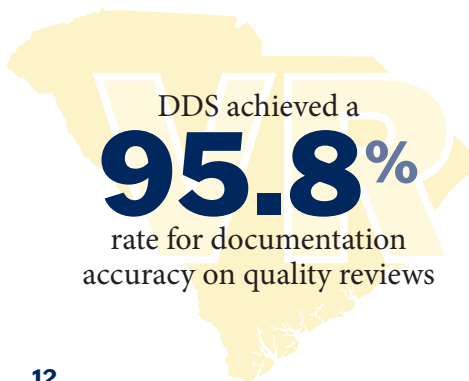
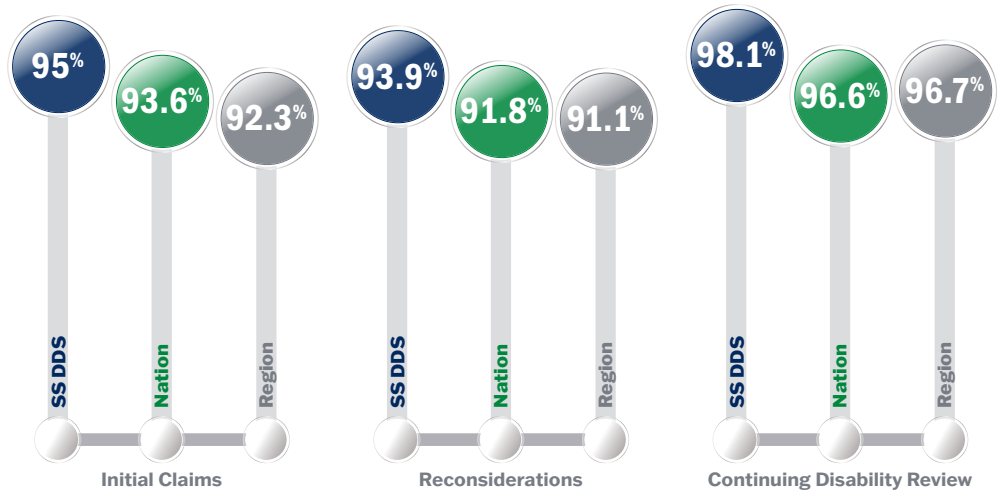
their current, independent contract. The contract for SC DDS ends December 31, 2021. We are working diligently to ensure all legacy cases are transferred to the new system on time, all while learning the features of the new DCPS, developing workflow processes, training material and reference guides. Exemplary teamwork toward this goal has resulted in an efficient and smooth transition with minimal disruption of case adjudication.

While the overall transition was smooth, initial delays in implementing portions of DCPS slowed case processing for the year. Although we will not meet our budgeted workload for this federal fiscal year, we will meet the continuing disability review workload and exceed the reconsideration workload goal. In addition, our quality exceeds the regional and national averages for all claim types as noted in the chart below.

Finding balance during a pandemic can be challenging. DDS is committed to balancing productivity, quality and customer service so that South Carolinians with disabilities receive a timely, quality decision, that helps them on the road to rehabilitation. 



DDS Quality Standards





More than 98% of VR Consumers were Very Satisfied or Satisfied with Services Received



In accordance with federal and state law, the SC Vocational Rehabilitation Department does not discriminate against any race, color, religion, sex, national origin, age or disability in employment or in provision of services.

The SC Vocational Rehabilitation Department printed 1,800 copies of *The 2021 SCVRD Annual Report*. The total cost of printing this publication was \$970.40, or about \$0.54 per copy.

The Vocational Rehabilitation program receives 78.7 percent of its funding through a grant from the U.S. Department of Education. For Federal fiscal year 2021, the total amount of grant funds awarded were \$58,225,480. The remaining 21.3 percent of the costs (\$15,758,611) were funded by State appropriations.

Aiken *

855 York St. N.E.
Aiken, SC 29801
803-641-7630 (Office/TDD)
800-861-9410 (Toll free)

Anderson *

3001 Martin Luther King Jr. Blvd.
Anderson, SC 29625
864-224-6391 (Office/TDD)

Beaufort *

747 Robert Smalls Parkway
Beaufort, SC 29906
843-522-1010 (Office/TDD)

Bennettville *

1029 SC-9
Bennettville, SC 29512
843-479-8318 (Office/TDD)
800-849-4878 (Toll free)

Camden *

15 Battleship Road Ext.
Camden, SC 29020
803-432-1068 (Office/TDD)
866-206-5280 (Toll free)

Clinton *

22861 Highway 76 E
Clinton, SC 29325
864-984-6563 (Office/TTY)
866-443-0103 (Toll free)

Columbia (main office)

516 Percival Road
Columbia, SC 29206
803-782-4239 (Office/TDD)
866-206-5280 (Toll free)

Columbia (downtown)

1430-A Confederate Avenue
Columbia, SC 29202
803-898-8866 (Office)

Columbia (training center) *

201 Corporate Park Boulevard
Columbia, SC 29223
803-691-8284 (Office)

Conway *

3009 Fourth Avenue
Conway, SC 29527
843-248-2235 (Office/TTY)

Dillon

309 North First Avenue
Dillon, SC 29536
843-774-3691 (Office)

Florence *

1947 West Darlington Street
Florence, SC 29501
843-662-8114 (Office/TTY)

Gaffney *

364 Huntington Road
Gaffney, SC 29341
864-489-9954 (Office/TTY)
866-451-1481 (Toll free)

Georgetown

1777 N. Fraser Street
Georgetown, SC 29440
843-546-2595 (Office/TTY)

Greenville *

105 Parkins Mill Road
Greenville, SC 29607
864-297-3066 (Office/TDD)

Greenwood *

2345 Highway 72/221 E
Greenwood, SC 29649
864-229-5827 (Office/TDD)
866-443-0162 (Toll free)

Hartsville *

2413 Stadium Road
Hartsville, SC 29550
843-332-2262 (Office/TTY)

Jonesville

131 North Main Street
Jonesville, SC 29353
864-475-5000 (Office/TTY)

Kingstree *

405 Martin Luther King Jr. Avenue
Kingstree, SC 29556
843-354-5252 (Office)

Lancaster *

1150 Roddey Drive
Lancaster, SC 29720
803-285-6909 (Office/TDD)

Lyman *

180 Groce Road
Lyman, SC 29365
864-249-8030 (Office/TDD)
888-322-9391 (Toll free)

Moncks Corner *

2954 S. Live Oak Drive
Moncks Corner, SC 29461
843-761-6036 (Office/TDD)
866-297-6808 (Toll free)

Newberry

2601 Evans Street
Newberry, SC 29108
803-276-8438 (Office/TTY)

North Charleston *

4360 Dorchester Road
North Charleston, SC 29405
843-740-1600 (Office/TDD)

Orangeburg *

1661 Joe S. Jeffords Hwy S.E.
Orangeburg, SC 29115
803-534-4939 (Office/TDD)

Rock Hill *

1020 Heckle Blvd.
Rock Hill, SC 29732
803-327-7106 (Office/TDD)

Seneca *

1951 Wells Highway
Seneca, SC 29678
864-882-6669 (Office/TDD)
866-313-0082 (Toll free)

Spartanburg *

353 S. Church Street
Spartanburg, SC 29306
864-585-3693 (Office/TTY)
866-451-1480 (Toll free)

Sumter *

1760 North Main Street
Sumter, SC 29153
803-469-2960 (Office/TTY)

Walterboro *

919 Thunderbolt Drive
Walterboro, SC 29488
843-538-3116 (Office/TDD)
888-577-3549 (Toll free)

West Columbia *

1330 Boston Ave.
West Columbia, SC 29170
803-896-6333 (Office/TDD)
866-206-5184 (Toll free)

** Office with training center*